

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2011 97651Date: 8/8/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By:

Jne

Pucillo

Account Name:

Jne Pucillo

Home:Street:

n/a

Work: (000) 000-0000City:

Wittmann

CBR:State:

AZ

Zip: 00000is:

Arizona Corporation Commission

Utility Company:

Arizona Public Service Company

DOCKETED

Division:

Electric

AUG 9 2011

Contact Name:

For assignment

Contact Phone:

DOCKETED BY

Nature of Complaint:

Consumer states that she has been an APS consumer for 11 years. She states that some months her usage is high and sometimes it is low. She received a letter on how to reduce power usage to her home and conserve. She has a well and 4 homes are connected to it. She states that she received a bill in the amount of \$538.13 in that bill her actual electric usage was \$301.00 and the rest \$236.19 were miscellaneous charges. If she were to turn off everything in her home she would still receive a \$200 power bill a month. She feels that APS is making money through the miscellaneous charges. Her opinion is that with all the vacancies and foreclosures the company is losing money and to raise the charges each consumer would be paying for 2 households. This is ridiculous and somebody needs to do something to prevent this. She is against any rate increase that APS is requesting.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 8/8/2011Opinion No. 2011 - 97651

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